

# Desktop Optimization

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UTAH DEPARTMENT OF TECHNOLOGY SERVICES



## DTS Desktop Optimization Initiative

### Enterprise Client Management System

Happy Holidays! This holiday time of year finds us busy with the Enterprise Client Management System (ECMS) project. The project team has begun the deployment of the ZENWorks Adaptive Agent. The Zenworks Adaptive Agent is installed to each desktop and or laptop. It enables the delivery of applications to the desktop as well as management and inventory of those devices.

So far, the Zenworks Adaptive Agent has been deployed to a total of 609 devices. They include multiple agencies in

different locations which are mostly within the metro area. A deployment of the Zenworks Adaptive Agent to the Department of Agriculture and Food (DAF) Administration Building was recently successfully completed. The project team expresses its gratitude to all those that participated in the pilot testing prior to the deployment as well as all those that worked to resolve the issues that were identified during the pilot test period. There were many involved. However, a few that were especially helpful are:

Jon Hager – DTS Desktop Support

Kim Concepcion – Agency pilot member

Karen Parkes – Agency pilot member

The Zenworks Adaptive Agent has been deployed to a total of 609 devices

The deployment of the agent to many more sites and agencies throughout the state will take place in the following months and is scheduled for completion by June 30, 2011.



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## Desktop

### Virtualization Pilot

The Citrix and VMware proof of concept (POC) environments are operational.

These environments have the ability to provide fully functional desktop environments in both Windows 7 and Windows XP. Additionally, applications that are available in these desktops have been virtualized using both Citrix XenApp and VMware ThinApp technologies. These applications function as if they are embedded or locally installed. However, they are independent of the desktop and can be deployed separately to provide a variety of customization options.

We are currently working on customizing access options to these POCs through embedded clients, web browsers, or portable clients contained on CDs or flash drives. These options will facilitate access to the POCs from various locations and devices.

In the upcoming months, we will be using these POCs to validate predefined use cases, i.e. teleworking, graphic

intensive use, compute intensive use, etc. We will also be documenting resource requirements, i.e. network bandwidth, processor, memory,

disk space, to determine feasibility of deploying these tools for production use throughout the state.

Options are currently being explored to facilitate access to POCs from various locations and devices

### Enterprise Help Desk

One of the overall goals of the Enterprise Help desk project is to increase the rate of first call resolution. The definition of First Call Resolution (FCR) is :

*Resolution of the incident during the first direct interaction with the customer. Service requests received via Email, Voicemail, Web or Live Chat qualify as first call resolution if the initial direct interaction resolves the incident. Incidents that are warm-transferred to another technician and resolved without disconnecting*

*with the customer are considered First Call Resolution incidents.*

In order to accomplish this goal of increasing FCR, the enterprise help desk project team just completed the User Manual/Procedure Guide. This manual/guide provides a focused standardized source of the enterprise help desk processes and procedures that can be accessed and utilized by all of the enterprise help desk staff no matter their location.

Training needs are also being identified in order to provide cross training as well as other needed knowledge and skills

based training. Remedy tickets are currently being reviewed in order to identify the types of calls that roll out to campus

desktop support staff. Not only will this information be used to determine areas of needed training but it will also be used to determine needed access levels for the enterprise help desk staff.

These are important steps towards achieving the project's increased first call resolution goals.

The FCR User Manual/ Procedure Guide provides standardized processes for all Help Desk employees



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